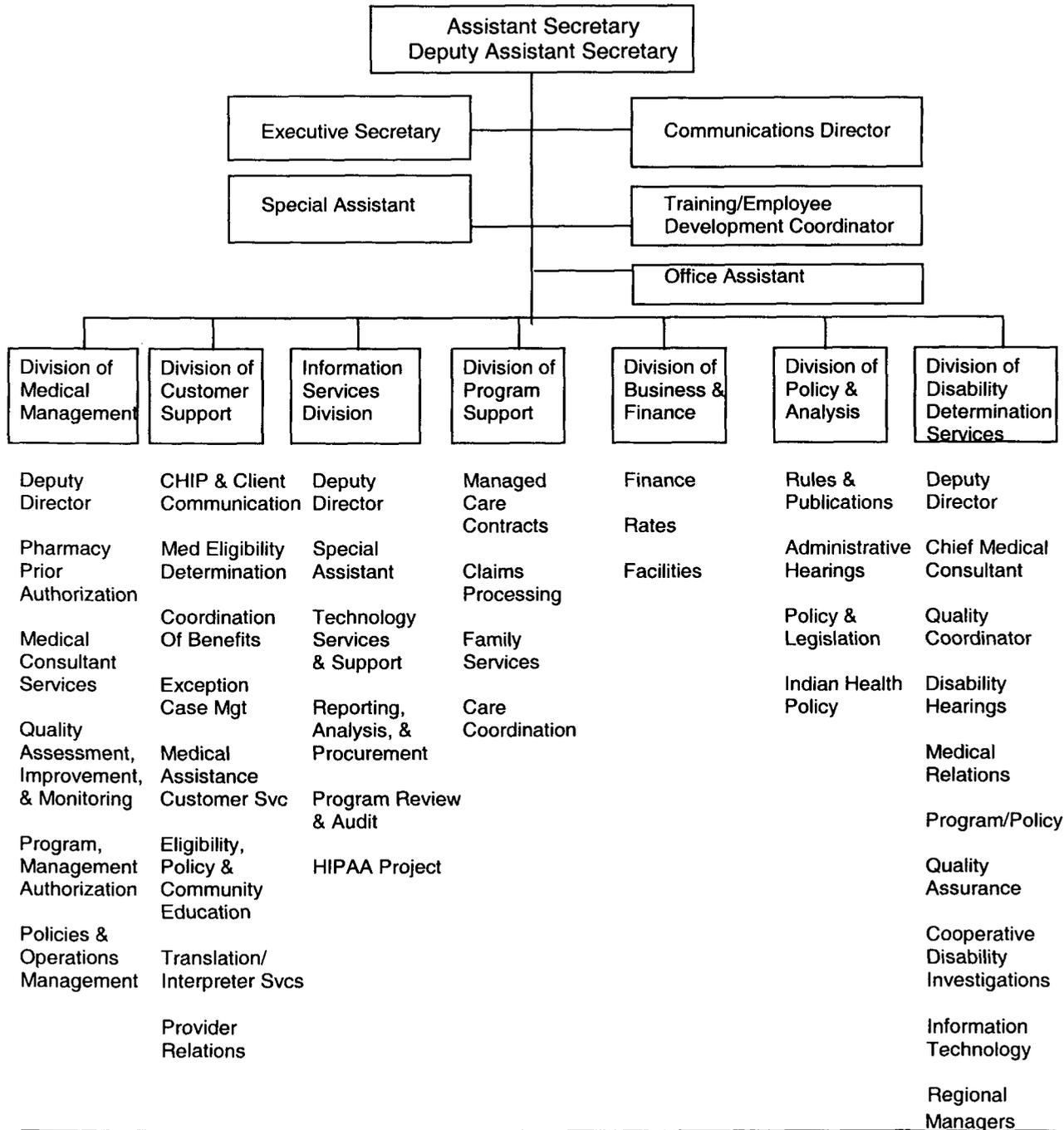


STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: Washington

Medical Assistance Administration Organization Chart



TN# 03-016  
TN# 94-09

Supersedes Approval Date:

DEC 15 2003

Effective Date: 7/1/03

## STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: Washington

## MEDICAL ASSISTANCE ADMINISTRATION

Medical Assistance Administration (MAA) is the designated medical assistance unit for the Single State Agency. MAA makes necessary health care services available to recipients of income assistance, SSI beneficiaries, and eligible persons with low income who do not qualify for financial assistance.

The mission of MAA is to assure that necessary medical care is available to all eligible low-income persons. Emphasis is placed on meeting the unique needs of a diverse client population including clients with disabilities. To fulfill its mission, the program promotes client access to necessary medical care; assures that the quality of care meets community-wide standards; promotes appropriate use of services by clients; promotes delivery of appropriate care by service providers; assures service providers are paid quickly and accurately; and assures that services are purchased in a cost-effective manner. MAA also assists Department of Social and Health Services (DSHS) field services within Community Services Offices (CSO) to assure prompt and correct eligibility determinations for program applicants.

MAA is composed of seven Divisions and the Office of the Assistant Secretary:

Office of the Assistant Secretary (OAS)

Overall responsibility for program operations and for developing the Medicaid waivers to implement health care reform efforts as mandated by The Washington Services Act of 1993.

Division of Business and Finance (DBF)

Works with other administrations, state agencies, and providers on rates and reimbursements, handles the School Administrative Match program, and provides administrative and operational support for all of Medical Assistance Administration.

Division of Medical Management (DMM)

Makes evidence-based medical coverage decisions; establishes medical policies and procedures; authorizes medical and dental services based on medical necessity in the most cost-effective manner, utilizing clinical knowledge and technical expertise; and monitors quality, based on outcomes, access, customer service (clients and providers), and costs.

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## STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: WashingtonMedical Assistance Administration, continuedDivision of Program Support (DPS)

Consists of four distinct programs:

- Care Coordination - provides program management for the Disease Management Initiative and overall responsibility for coordinating implementation of the Medicaid Integration Project.
- Claims Processing - processes medical claims for contracted MAA providers and for administering the premium payment system for MAA's managed care clients.
- Family Services - - provides program management for a variety of services related to maternity, family planning (including Take Charge), children's health (EPSDT), kidney disease, and dental access/service enhancements for children.
- Managed Care Contracts - oversight of the Healthy Options program, and interacts with other administrations and state agency managed care programs.

Division of Customer Support (DCS)

Analyzes and implements medical eligibility policy, provides community education, and assists clients to access Medicaid benefits; implements and monitors brokered client transportation and interpreter services programs; develops and manages client materials, publications, websites, and communications strategies; enrolls clients in managed care and maintains the client and provider information hot-line system; administers exemptions and disenrollments from the managed care program; determines financial eligibility for medical policies and procedures for SCHIP, foster children, and Take Charge family planning; enrolls and maintains the provider master file and conducts on-site provider training and education statewide; and identifies, researches, cost-avoids, and recovers medical expenses from third parties and reimburses clients for cost-effective health care premiums.

Division of Disability Determination Services (DDDS)

Provides disability determinations for Social Security, Supplemental Security Income and Title XVI related Medicaid clients.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: WashingtonMedical Assistance Administration, continuedDivision of Policy and Analysis (DPA)

Consists of:

- Indian Health Policy - the MAA statewide contact and liaison to the 29 federally recognized Tribes in Washington State.
- Administrative Hearings - coordinates and facilitates hearings for fee-for-service clients and providers (vendors).
- Health Policy Analysis - formulates issues, makes recommendations on policies and procedures pertaining to the tactical operations of MAA and other DSHS medical programs.
- Legislative Relations - bill analysis and consultation on issues related to the Medicaid and SCHIP programs, national health care reform, and state programs serving low-income persons.
- Rules & Publications - coordinates and facilitates the development, adoption, and 4-year review of all MAA Washington Administrative Code (WAC), billing instructions, and numbered memoranda. Publishes forms, client brochures, and other educational material. Coordinates Title XIX Medicaid State Plan amendments.

Information Services Division (ISD)

Consists of four sections:

- Technology Services and Support - Responsible for the development and maintenance of custom designed applications and MAA web services. Provides database design and administration for databases residing on local services. Administers and manages the Local Area Network (LAN) and workstation support. Manages the telephone system.
- Reporting, Analysis and Reprocurement, Payment Review, and MMIS - Manages the Medicaid Management Information System (MMIS) and its various sub-systems; this includes interface with CMS. Provides necessary data and information about medical services provided to MAA clients. Administers public disclosure requests, managed care encounter data and enrollment reports, and ACES eligibility reporting. Administers DSHS-wide payment review program.
- Health Insurance Portability and Accountability Act (HIPAA) Project - Implements compliance with HIPAA-compliant solutions consistent with DSHS requirements. Contributes to DSHS compliance with HIPAA rules. Manages remediation of current MMIS system and development of system-related components. Provides communication between constituents, stakeholders and DSHS staff.
- Program Review and Audit - Provides a comprehensive, integrated approach to the identification and prevention of fraud, waste, and abuse in DSHS programs.

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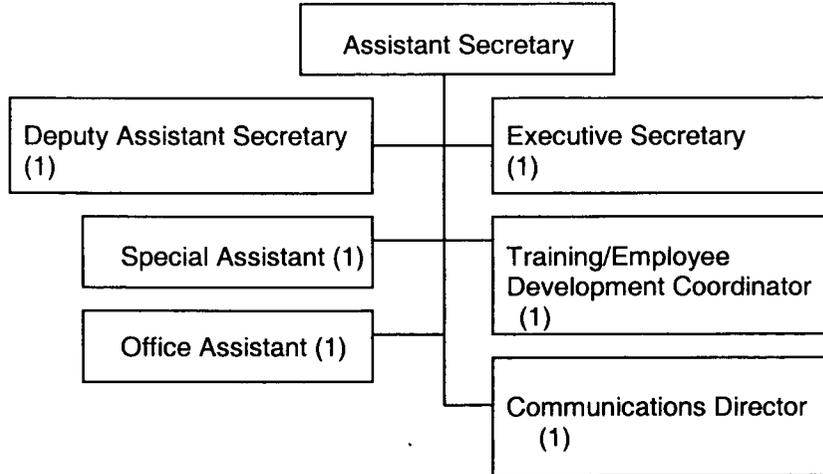
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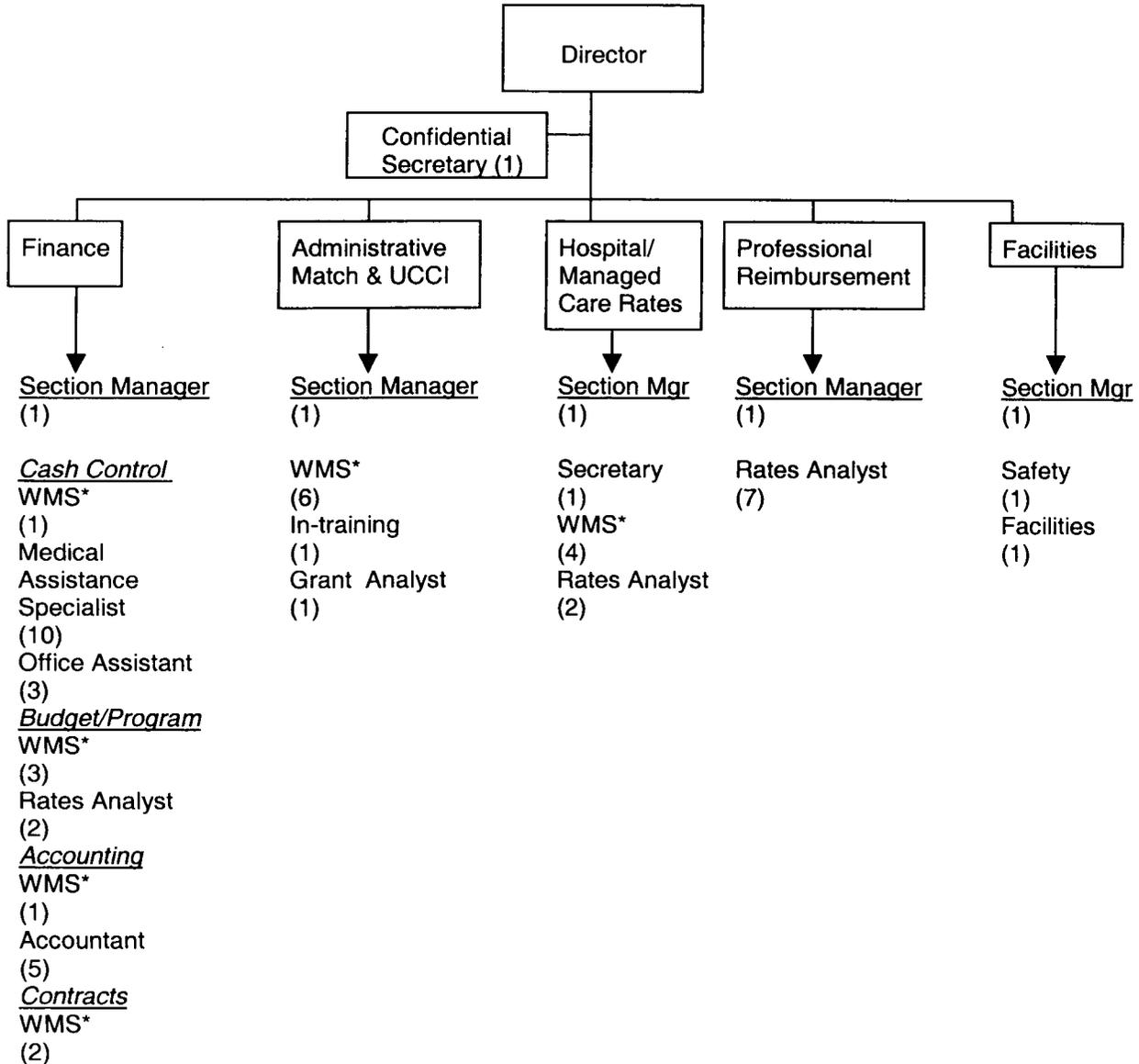
STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Office of the Assistant Secretary



STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Division of Business and Finance



\*Washington Management Service position

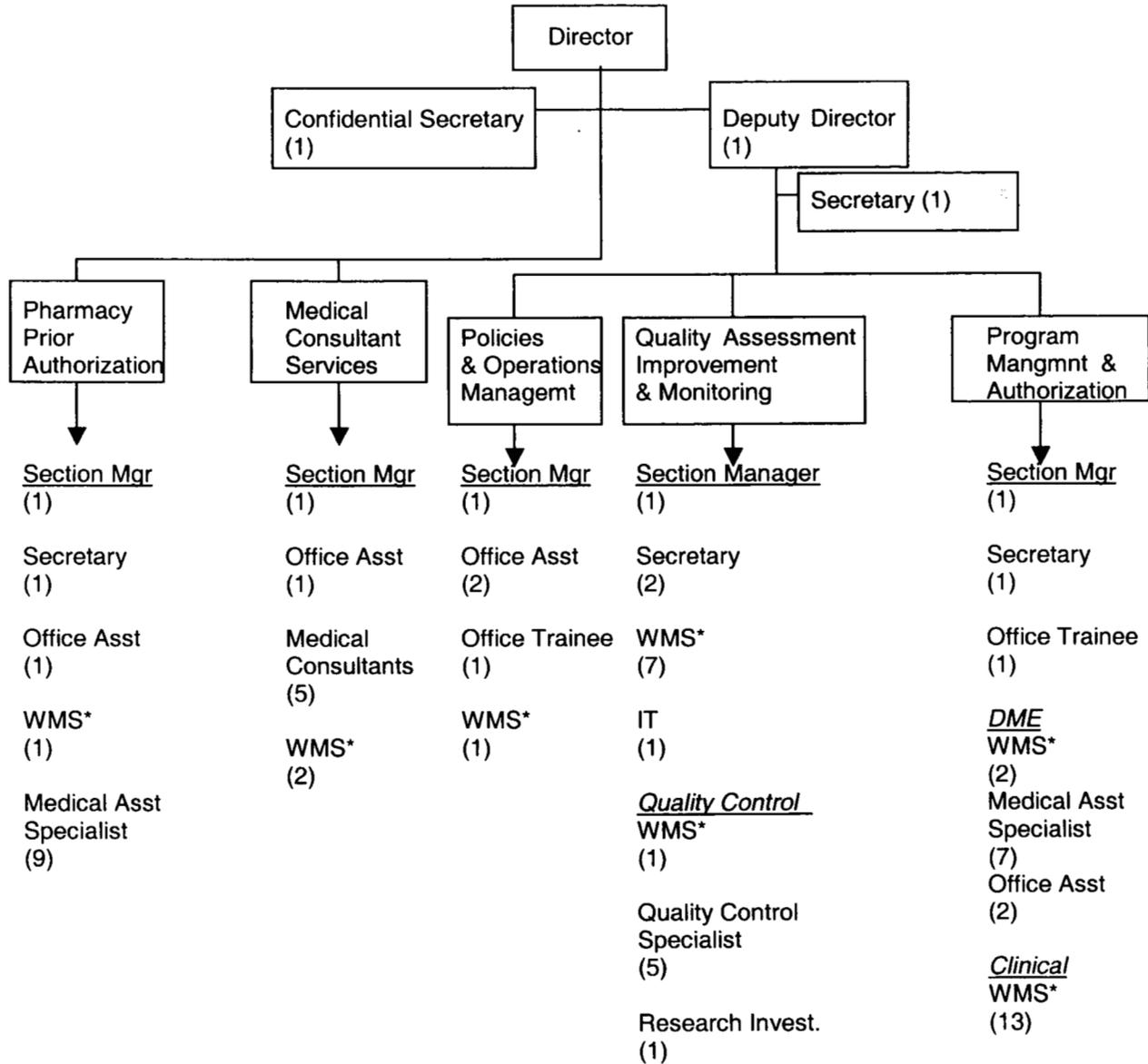
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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Division of Medical Management



\*Washington Management Service position

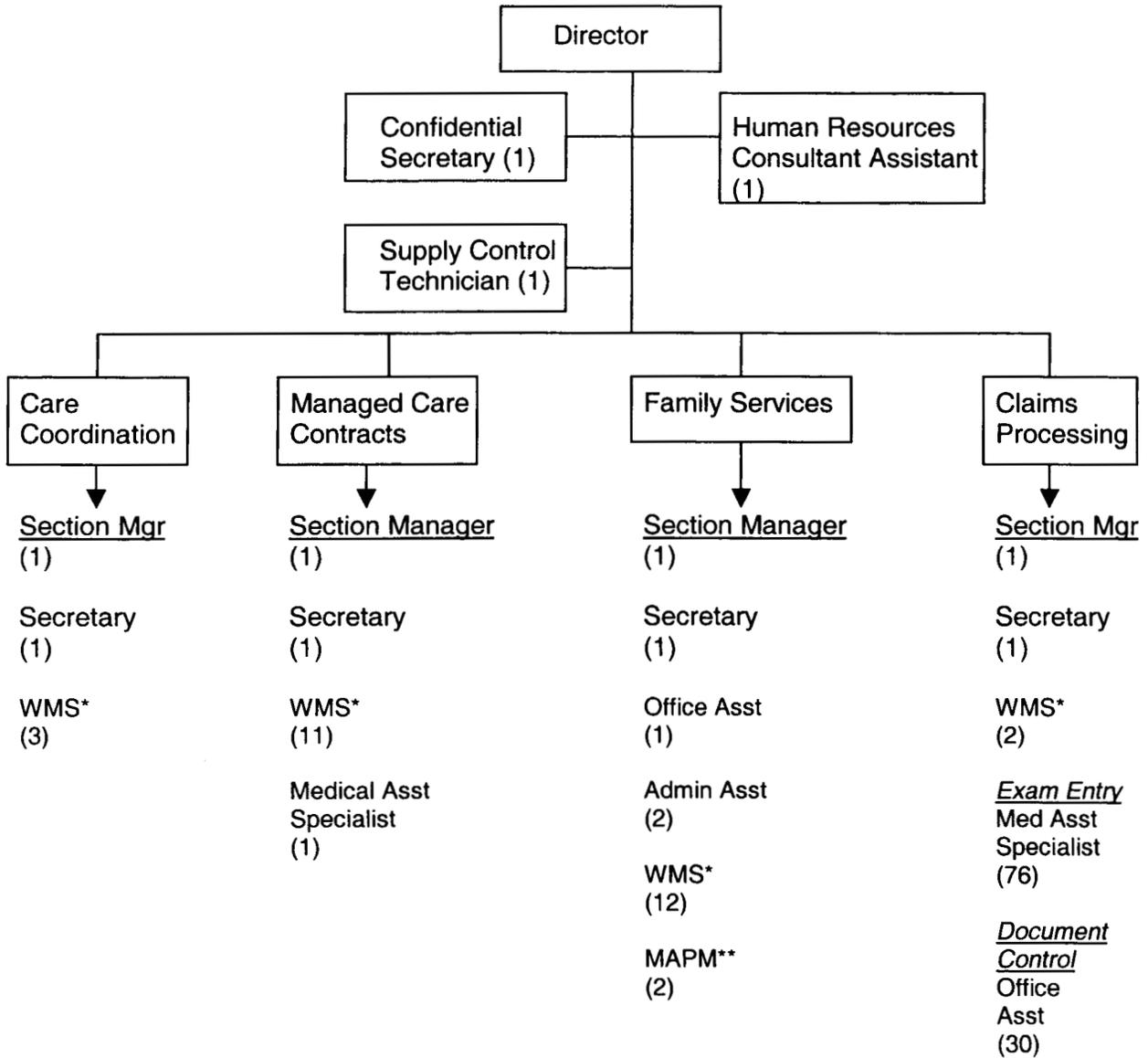
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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: Washington

Medical Assistance Administration Division of Program Support

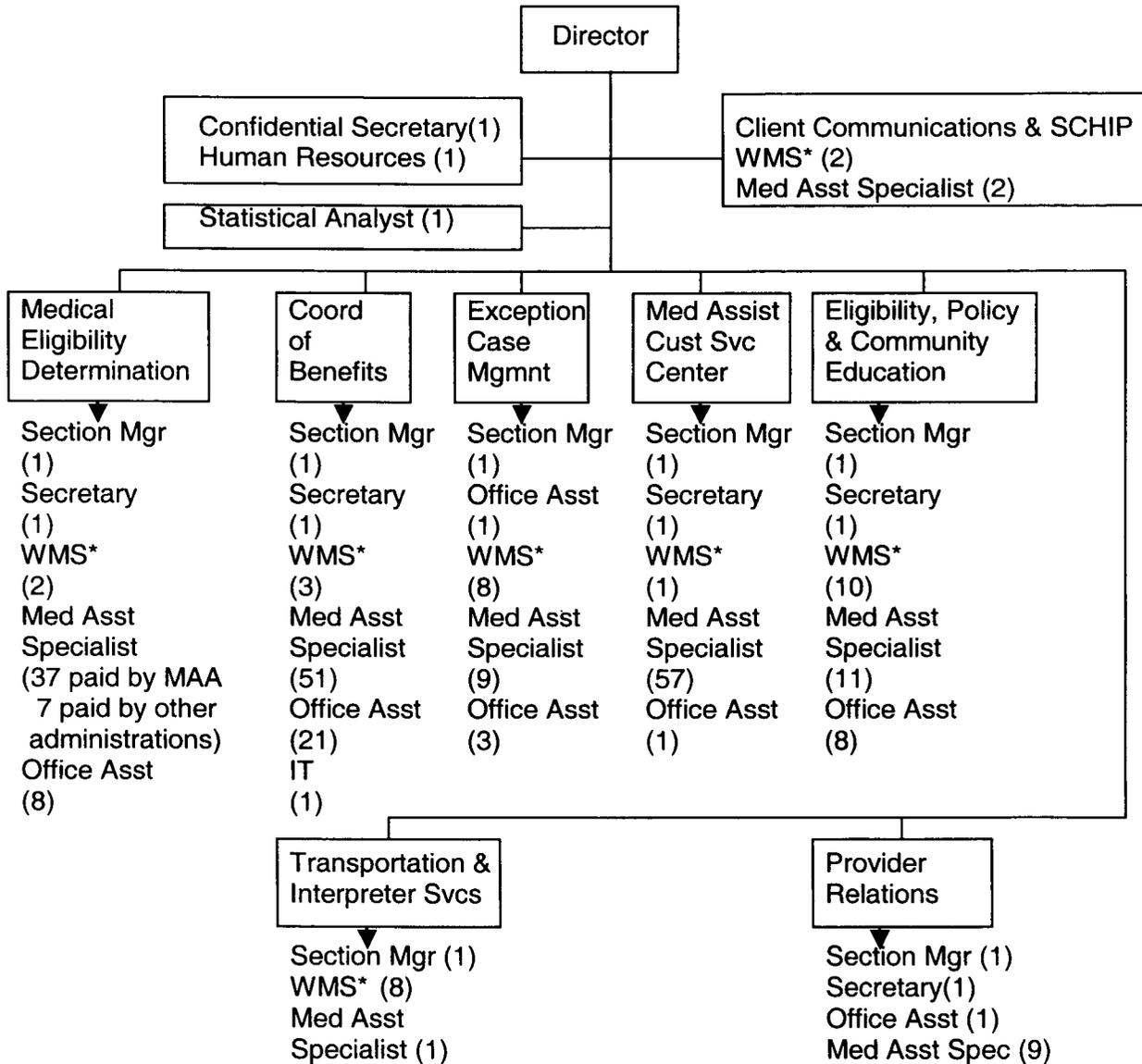


\* Washington Management Service position  
 \*\*Medical Assistance Program Manager position

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: Washington

Medical Assistance Administration Division of Customer Support



\*Washington Management Service position

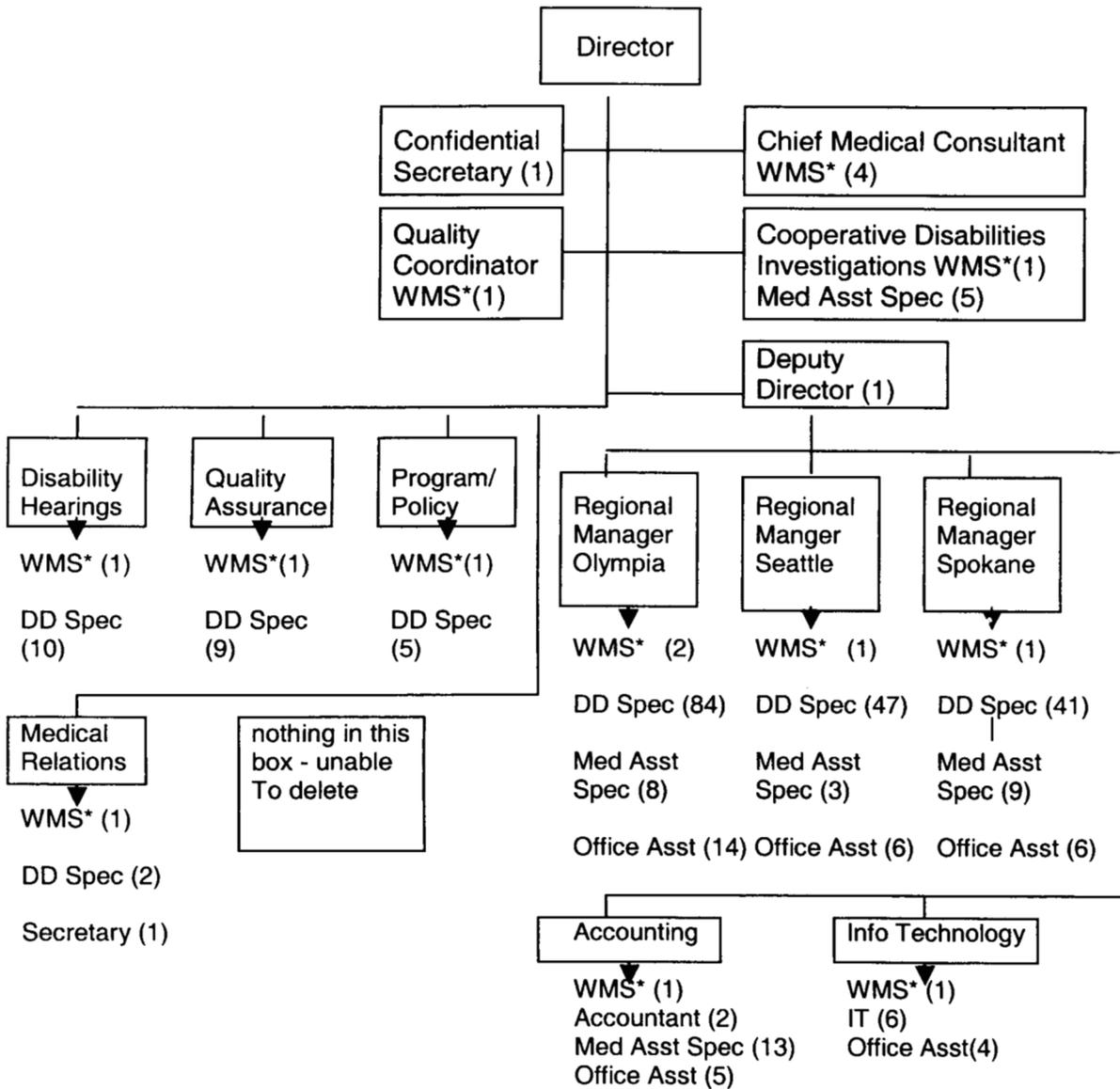
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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Division of Disability Determination Services



\*Washington Management Service position

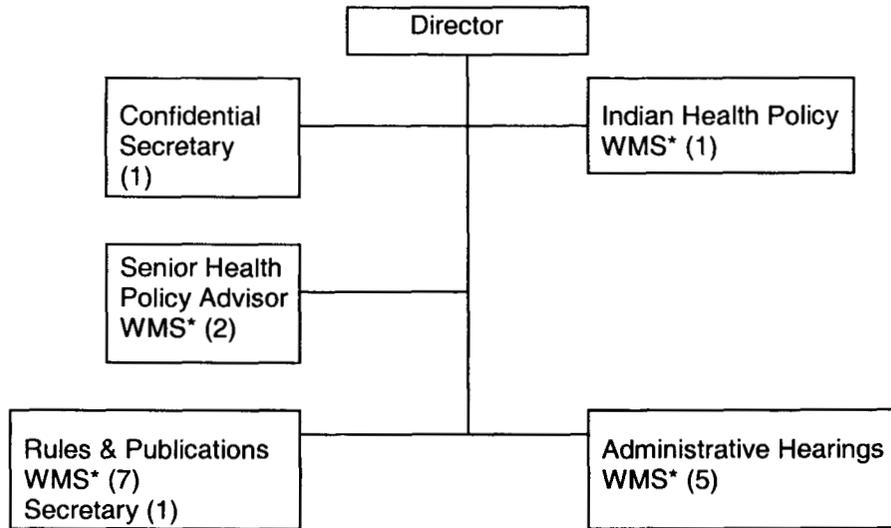
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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Division of Policy and Analysis



\*Washington Management Services position

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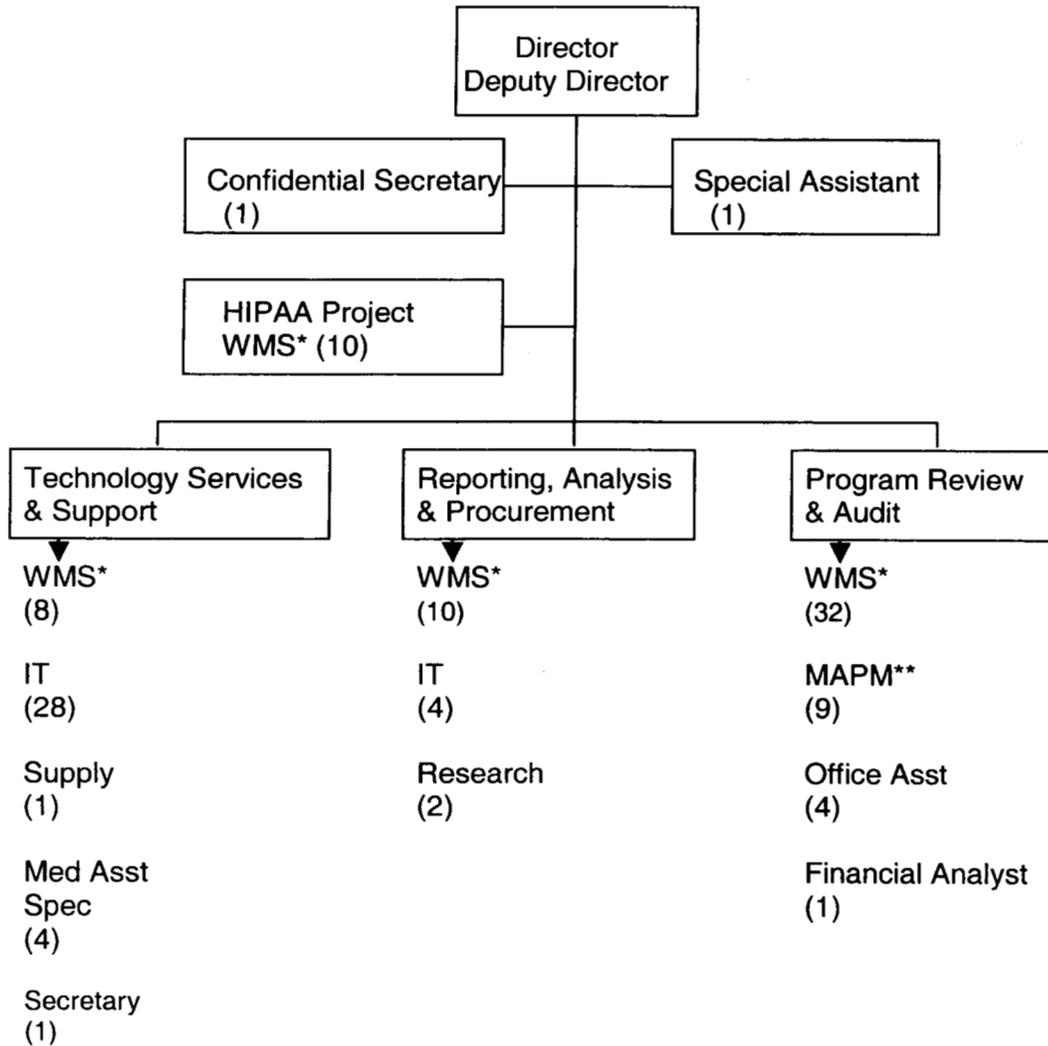
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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT  
State: Washington

Medical Assistance Administration Information Services Division



\*Washington Management Services position  
\*\*Medical Assistance Program Manager position